

WS: 029874.08.0180

OPEN MEETING AGENDA ITEM



0000120808

ARIZONA CORPORATION COMMISSION

ORIGINAL

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2010 91913

Date: 12/14/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Stacy

Deprey-Purper

Account Name:

Stacy Deprey-Purper

Home: (000) 000-0000

Street:

N/A

Work:

City:

N/A

CBR:

State:

AZ

Zip: 00000

is: E-Mail

Utility Company:

Johnson Utilities L.L.C. d/b/a Johnson Utilities Company

Division:

Water

Contact Name:

Arizona Corporation Commission

DOCKETED

Contact Phone

Nature of Complaint:

DEC 14 2010

REFERRED FROM CHAIRMAN MAYES OFFICE:

From: :

Sent: Tuesday, December 14, 2010 11:11 AM

To: Kristin Mayes; craig.marks@azbar.org

Cc: brad@todaypublications.com; 'John Hurley'; 'Joe Carreira'; 'Bryan Martyn'; kevin.dixon@kcdlegal.com

Subject: Johnson Utilities Personal Complaint and Audio File of attempted resolution

Importance: High

DOCKETED BY

[Signature]

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

DEC 14 P 2 50

RECEIVED

Dear ACC:

I am respectfully requesting that this document be entered into the docket for tomorrow's meeting. I've attached my formal complaint and I have a recording of my attempt to contact Johnson Utilities, should you require it. On December 3, 2010 my call to them has resulted in no return call, to date, to help resolve my complaint.

This behavior from George Johnson and his companies have been well documented by many reporters and state agencies for a decade.

When a man can pay ANY amount of fines you or any other agency can throw at him - and many have - how do you stop this type of bad business practice when money is no object and he appears to revel in destroying other peoples' lives?

Is there really any amount of money that can be placed on people's safety? Isn't there anything else you can do but fine this person? Clearly, the millions of dollars in fines have not hindered the bad business behavior and has not made him a responsible, safe business owner who treats his customers with respect.

I have a hard time believing that if you really understood the severity of the situation down here that you'd continue a relationship with this person/company. Mr. Johnson's bullying and fear-based tactics know NO

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

boundaries. You have a community afraid to speak out. I guess there's "America" and then I guess there's "The Old West".

Sincerely,

Stacy Deprey-Purper, a concerned resident

ATTACHED:

I am a current customer and ratepayer of Johnson Utilities. I received the attached bill insert on 12/4/10 from JU. I understand that this bill insert was sent by JU to 24,000 of its customers. This insert includes a specific statement about me, Stacy Deprey-Purper, In doing SO, this bill insert:

*Violates and Invades my privacy.

*Shows disregard for me as a private citizen and my personal security.

*Attacks my character.

It appears Mr. Johnson and/or his associates has investigated my personal finances and printed questions relating to a recent home loan refinance and actually printed that information in question form!

These continuous attempts (this is not the first time we have been mentioned in this JU insert letter) are an attempt to defame me and our company, and we feel this is as a direct retaliation of our recent stories calling out the unethical and inappropriate behavior of our water/sewer utility.

Furthermore, I have recorded conversations with JU Customer Service Department as I asked when my CAGR refund would be coming from the overcharging I read about in the San Tan Valley Today. Three different reps all said that they were sorry that "that paper" chooses to print what it wants, regardless of the truth, but that JU has contacted the paper several times to try and correct our bad information. Not only can we NOT get ANY calls/emails back from JU, they have NEVER attempted to call us on any of these issues. Just another attempt to discredit the only paper following these important issues for our community...

ACC - When does this end? I would like this entered into the official record for the 12/14 meeting. My complaint was filed early last week with JU and I have had no response, as usual.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/14/2010 Email to Customer:

From: Guadalupe Ortiz
Sent: Tuesday, December 14, 2010 1:28 PM
To: [redacted]
Subject: RE: Johnson Utilities Personal Complaint and Audio File of attempted resolution

Dear Deprey-Purper,

Your email dated, December 14, 2010 in regard to the application filed by Johnson Utilities, L.L.C. ("Johnson Utilities") sent to Chairman Mayes office has been received and placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered in the Johnson Utilities case. Concerns raised by customers do assist the Commission within the investigation

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

and review of the rate application.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed case. Should you have any questions relating to this matter, please feel free to call me directly at 602- or on our in-state toll free telephone number (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 12/14/2010

Opinion No. 2010 - 91913
